

Course 20688D:

Supporting Windows 8.1

Course Details

Course Outline

Module 1: Implementing a Troubleshooting Methodology

This module provides an introduction to the Windows 8.1 system architecture and explains how to identify the common troubleshooting scenarios. The module also provides an overview of a typical troubleshooting process.

Lessons

- Overview of Windows 8.1
- Overview of Troubleshooting Steps

Lab : Troubleshooting Windows 8.1

- Developing a Plan of Action

After completing this module, students will be able to:

- Describe Windows 8.1.
- Describe a typical troubleshooting methodology and apply it to troubleshooting Windows 8.1.

Module 2: Troubleshooting Startup Issues

This module provides an overview of the Windows 8.1 startup recovery environment and explains how to troubleshoot startup settings and issues. The module also describes how to recover BitLocker-operated drives.

Lessons

- Overview of the Windows 8.1 Startup Recovery Environment
- Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Recovering BitLocker-Protected Drives

Lab : Troubleshooting Startup Issues

- Resolving a Startup problem (1)

- Resolving a Startup Problem (2)

Lab : Recovering BitLocker-Encrypted Drives

- Recovering a BitLocker-Encrypted Drive
- Creating a New BitLocker Password

After completing this module, students will be able to:

- Describe the Windows 8.1 startup architecture.
- Optimize and troubleshoot startup settings.
- Troubleshoot Windows 8.1 operating system services.
- Recover drives encrypted with BitLocker Drive Encryption.

Module 3: Troubleshooting Hardware and Device Drivers

This module explains how to troubleshoot hardware issues, physical failures, and device driver failures. It also describes how to monitor reliability and configure the registry.

Lessons

- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Troubleshooting Device Driver Failures
- Monitoring Reliability
- Configuring the Registry

Lab : Troubleshooting Hardware and Device Drivers

- Resolving Hardware Issues
- Configuring Group Policy Settings to Control Device Installation

After completing this module, students will be able to:

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- Describe the process for troubleshooting hardware.
- Troubleshoot physical hardware failures.
- Troubleshoot hardware device drivers.
- Monitor Windows 8.1 reliability.
- Configure the Windows 8.1 registry.

Module 4: Troubleshooting Remote Computers

This module describes how to perform remote troubleshooting by using Windows 8.1 features such as Remote Desktop, Remote Assistance, and Windows PowerShell remoting.

Lessons

- Using Remote Desktop
- Using Remote Assistance
- Remoting with Windows PowerShell

Lab : Troubleshooting Remote Computers

- Using Remote Desktop
- Using Remote Assistance
- Using Windows PowerShell Remoting

After completing this module, students will be able to:

- Use Remote Desktop to manage remote computers.
- Use Windows Remote Assistance to manage remote computers.
- Use Windows PowerShell remoting to manage remote computers.

Module 5: Resolving Network Connectivity Issues

This module explains how to identify network settings and troubleshoot network connectivity issues in wired and wireless networks, IPv4 and IPv6 connectivity, and name resolution.

Lessons

- Determining Network Settings
- Troubleshooting Network Connectivity Issues

Lab : Resolving Network Connectivity Issues

- Resolving a Network Problem (1)
- Resolving a Network Problem (2)
- Troubleshooting a Wireless Network

After completing this module, students will be able to:

- Determine the network configuration of client computers.
- Troubleshoot network connections.

Module 6: Troubleshooting Group Policy

This module provides an overview of the Group Policy application and describes how to resolve issues in client configuration GPO application.

Lessons

- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues

Lab : Troubleshooting Group Policy

- Resolving Group Policy Application (1)
- Resolving Group Policy Application (2)

After completing this module, students will be able to:

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- Describe how GPOs are applied to computers.
- Resolve client-side configuration failures and GPO application issues.

Module 7: Troubleshooting User Settings

This module describes how to troubleshoot sign-in issues and issues in the application of user settings.

Lessons

- Troubleshooting Sign-in Issues
- Troubleshooting the Application of User Settings

Lab : Troubleshooting Sign-in Problems

- Resolving Sign-in Problem (1)
- Resolving Sign-in Problem (2)

Lab : Troubleshooting the Application of User Settings

- Resolving Folder Redirection Problem (1)

After completing this module, students will be able to:

- Troubleshoot user sign-in issues.
- Troubleshoot the application of user desktop settings.

Module 8: Configuring and Troubleshooting Remote Connectivity

This module describes how to troubleshoot issues in VPN connectivity, NAP, and DirectAccess.

Lessons

- Troubleshooting VPN Connectivity Issues
- Troubleshooting NAP Issues
- Troubleshooting DirectAccess

Lab : Configuring Network Access Protection Client Settings

- Configuring and Verifying NAP Client Connectivity

Lab : Configuring and Testing DirectAccess

- Configuring DirectAccess Client-Side Settings

After completing this module, students will be able to:

- Troubleshoot VPN connections.
- Troubleshoot NAP.
- Configure and troubleshoot DirectAccess.

Module 9: Troubleshooting Resource Access within a Domain

This module explains how to troubleshoot issues in file access and permissions. It also describes how to resolve printer access issues.

Lessons

- Troubleshooting File Access Issues
- Troubleshooting File Permissions Issues
- Troubleshooting Printer Access Issues

Lab : Troubleshooting Resource Access within a Domain

- Resolving a Logon Script Problem
- Resolving a File Permissions Issue

After completing this module, students will be able to:

- Troubleshoot file access issues.
- Troubleshoot file permissions issues.
- Troubleshoot printer access issues.

Module 10: Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members

This module describes how to configure and troubleshoot Workplace Join, Work Folders, and OneDrive Access.

Lessons

- Configuring Workplace Join
- Configuring and Troubleshooting Work Folders
- Configuring and Troubleshooting OneDrive Access

Lab : Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members

- Troubleshooting Workplace Join
- Troubleshooting Work Folders
- Troubleshooting OneDrive for Business
- Implementing Work Folders

After completing this module, students will be able to:

- Configure Workplace Join.
- Configure and troubleshoot Work Folders.
- Configure and troubleshoot Microsoft OneDrive access.

Module 11: Troubleshooting Applications

This module explains how to troubleshoot application installation issues and problems in desktop and Windows store apps. The module also describes how to resolve issues in Internet Explorer and Client Hyper-V.

Lessons

- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Windows Store Apps
- Troubleshooting Internet Explorer
- Implementing Client Hyper-V

Lab : Troubleshooting Desktop Apps

- Troubleshooting AppLocker Policy Application

Lab : Troubleshooting Windows Internet Explorer

- Resolving a Windows Internet Explorer Issue

After completing this module, students will be able to:

- Troubleshoot desktop app installation.

- Troubleshoot desktop app compatibility.
- Manage Windows Store apps.
- Troubleshoot Internet Explorer.
- Implement Client Hyper-V.

Module 12: Maintaining Windows 8.1

This module describe how to troubleshoot activation issues and configure performance options in Windows 8.1. It also explains how to protect a Windows 8.1 system from malware and viruses and how to apply application and Windows updates.

Lessons

- Managing Windows Activation
- Monitoring and Configuring Performance Options in Windows 8.1
- Protecting Windows 8.1 from Malware and Viruses
- Applying Application and Windows Updates

Lab : Maintaining Windows 8.1

- Troubleshooting a Performance Problem

After completing this module, students will be able to:

- Manage Windows volume activation.
- Monitor and configure performance options in Windows 8.1.
- Protect Windows 8.1 from malicious software and viruses.
- Update Windows 8.1.

Module 13: Recovering Windows 8.1

This modules explains how to restore files and recover a Windows 8.1 system.

Lessons

- File Recovery in Windows 8.1
- Recovery Options in Windows 8.1

Lab : Troubleshooting a Windows 8.1 Computer (1)

- Recovering Files in Windows 8.1

Lab : Troubleshooting a Windows 8.1 Computer (2)

- Recovering a Windows 8.1 Computer

After completing this module, students will be able to:

- Recover files in Windows 8.1.
 - Recover a computer running Windows 8.1.
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